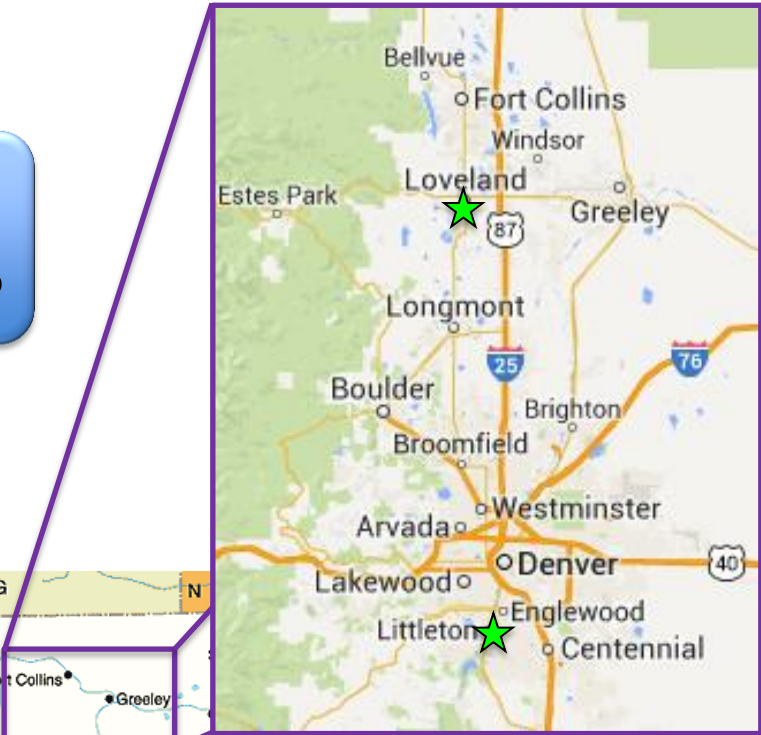# Virtual Meetings: Using Technology Wisely

Bill Cahill, City Manager, City of Loveland

ICMA Conference Presenter

ICMA
99TH ANNUAL CONFERENCE
BOSTON
NEW ENGLAND
September 22-25, 2013

Loveland
Population 67,006
City of Loveland

Littleton
Population 40,340
Littleton
ANYTHING BUT LITTLE

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Defining Virtual Meetings

Two or more people located in different places conduct live, synchronous meetings that are connected via a remote technology.

(http://www.mikogo.com/guide/virtual-meeting/)

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Benefits of Virtual Meetings

Saves Time

Saves Money

Saves the Environment

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Hosted and Software Tools

Cisco **webex**

GoToMeeting

ooVoo

FACETIME

Lync

skype

Microsoft Office Live Meeting

yuuguu

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City of Littleton Demonstration

A demonstration of the LifeSize videoconferencing system used at the City of Littleton.

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Now that we **can** use virtual meetings...

How **should** we use virtual meetings?

Balancing Values

Management Values

Democratic Values

Time Management

Efficiency

Effectiveness

Openness

Participation

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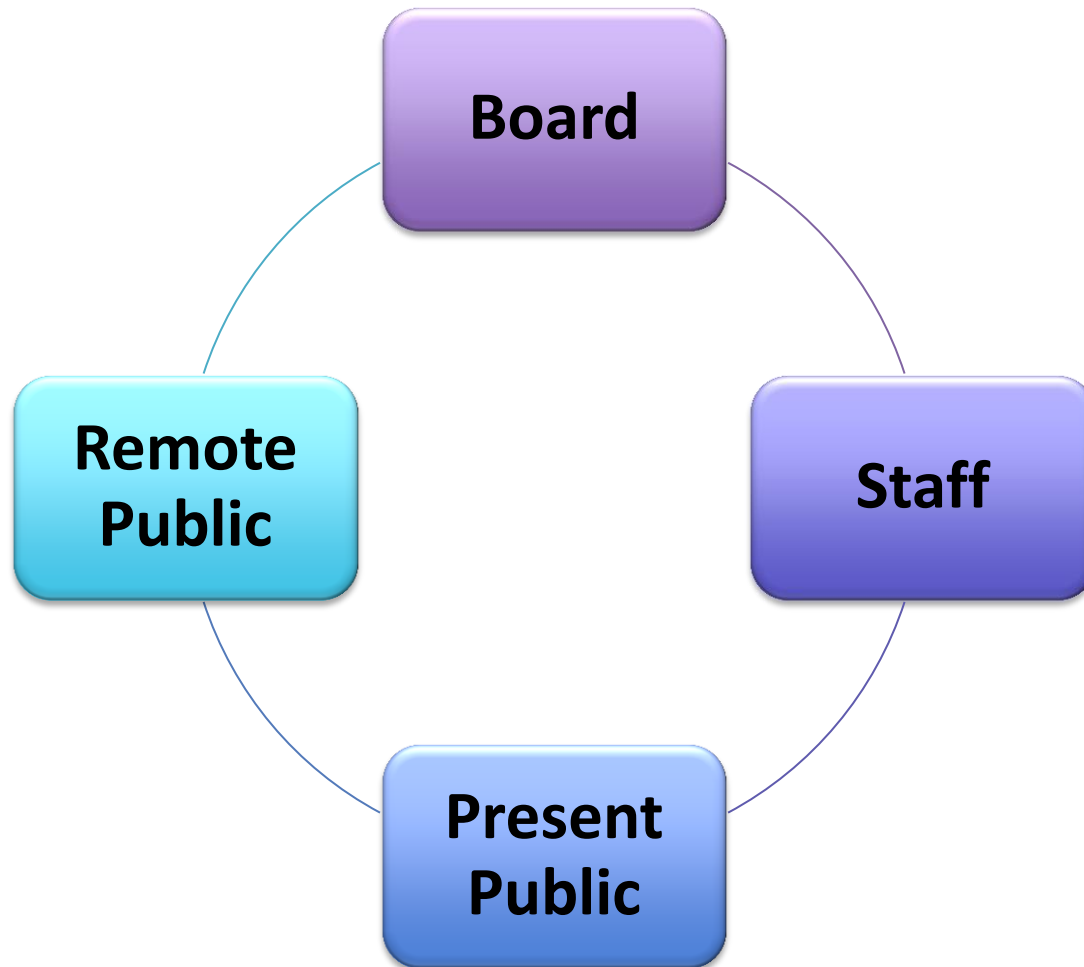
Purposes of Public Meetings

☑ For the body to make open and public decisions

☑ To provide for the public's participation

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Relationships in a Public Meeting

Ideal Public Meeting Results

Good participation by the governing body → **Good participation by the public** → **High-quality decision by the body**

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Quality Participation by the Body

All participants have access to the same information			
Written Material	Verbal Information	Visual Information	Input from the audience

All participants can contribute on a roughly equal basis

Disparities in information and participation lead to sub-par results

Quality Participation for the Public

All participants can receive
the same information

All participants can observe the
actions of the body

All participants can effectively communicate to all
members of the body

Media Limitations

Speakerphone:

Verbal Interaction Only

No Visual Interaction

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Media Limitations

Audio Visual:

Limited Visuals

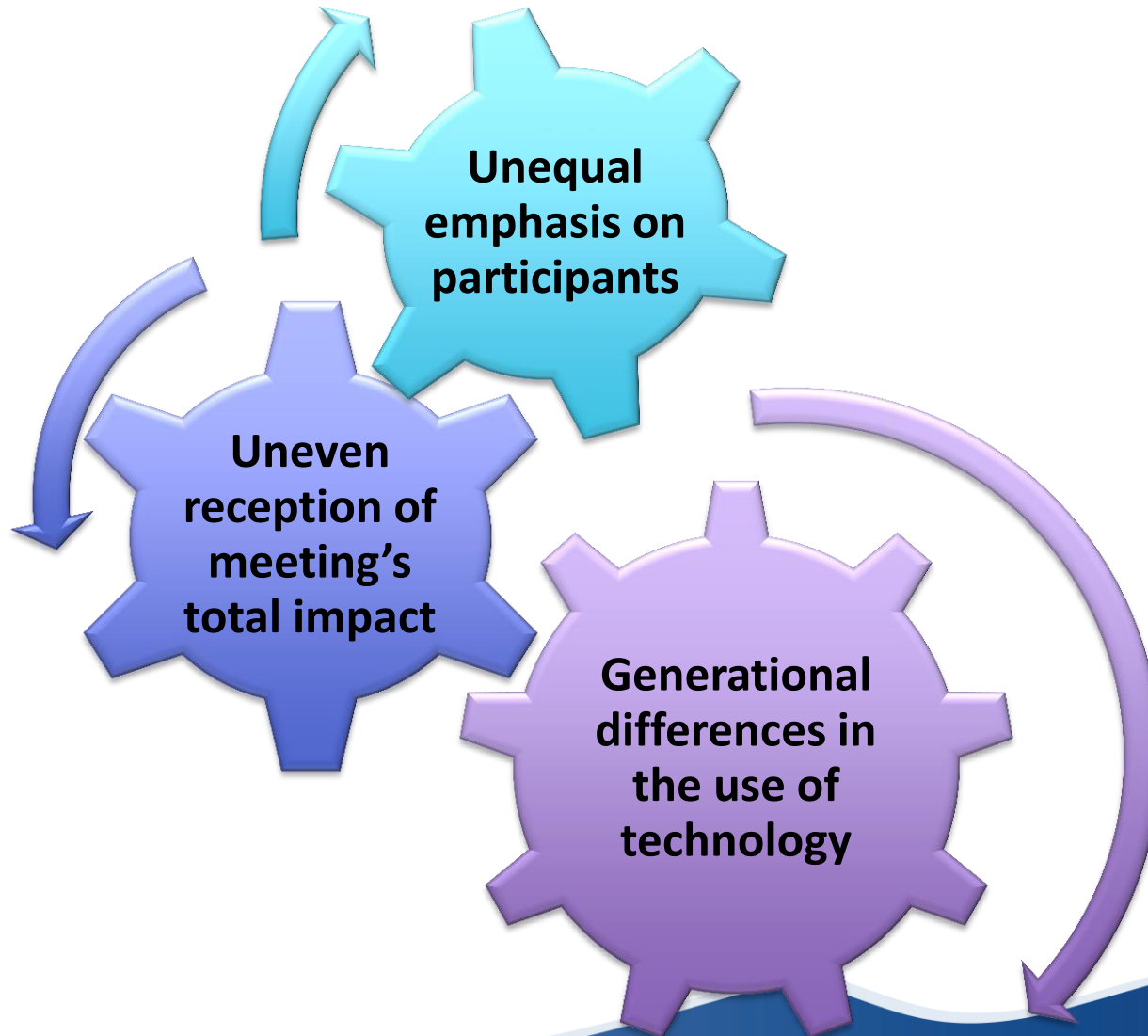Lack of Informal Inputs or Cues

Media Limitations

Medium Filters:

The medium filters emotional impacts, no matter what the medium

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Changes in Meeting Dynamics

Unequal emphasis on participants

Uneven reception of meeting's total impact

Generational differences in the use of technology

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Principles to Consider

☑ Any remote participation is "second best"

☑ Technology selection should maximize inclusivity

☑ Provides active participation, not passive participation

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Summary

A good virtual meeting solution should enhance government collaboration and government services for elected officials, employees and constituents

Questions/Comments?

Bill Cahill, City Manager, City of Loveland
Bill.Cahill@cityofloveland.org
ICMA Conference Presenter